**SULFIKHER**

Dubai – United Arab Emirates

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**WORK EXPERIENCE (7 years) – 3 years in India + 4 years in Dubai:**

**Career History**

**Period :** August 2009 to date

**Organization :** MAB Facilities Management LLC, Dubai, UAE

**Title** **:** **Lead Document Controller/ Quality Coordinator**

**Report to :** Head of QA/ QC

**Organization Details:** MAB Facilities Management LLC is a leading facilities management company based in Dubai, certified to ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007. Having offices throughout UAE and other Middle East countries like KSA, Bahrain and Egypt, MAB is known for its quality services among its multinational clients.

**Responsibilities Handled:**

*Document Control tasks:*

* Development of standard document control and filing system.
* Write and distribute procedures for document control.
* Initiate document change/ revision process whenever SOP is being revised by department heads and manages SOP approval workflow.
* Ensure Document Management System is properly implemented and regularly maintained.
* Ensure that all outgoing documentation presents the company template standards.
* Control of archived soft copies and back-ups.
* Auditing historical documents and make sure that all documents are maintained as per ISO and OHSAS standards requirements.
* Liaise with all department heads and external bodies in auditing process.
* Ensure that all contractual correspondences are logged in registers, stamped and uploaded to SharePoint.
* Ensure that submissions are completed on time and acknowledgements are taken and index/ registers are maintained and updated accordingly.
* Conduct document acknowledgements, check completeness of documents and notify the relevant department/ site as required.
* Ensure that all documents, created or revised, comply with the company standards and certification requirements.
* Ensure copies are distributed to all concerned on time as indicated/ advised.
* Ensure documents are distributed/ filed in relevant project files, and documents can be retrieved within reasonable time.
* Maintain all company master records, i.e. SOPs, company manuals, QA & HSE manuals and other important documents and distribute controlled documents to relevant departments/ sites.
* Records management and full control of corporate archive room.
* Responsible for training and monitoring all the admin staff and concerned managers on document control procedures.
* Perform periodic audit at both head office and site offices to make sure that company documentations are in compliance with the document control standards.

*Quality Assurance/ Control tasks:*

* Perform weekly internal quality audit at various sites and suggest for improvement on behalf of the head of QA/QC.
* Prepare monthly Quality Audit Report based on the site inspection results for submission to the client.
* Coordinate with the site offices and head office for any QA/QC issues.
* Create policies and procedures for site operations to comply with corporate Quality Management System.
* Contribute to corporate QMS and HSE policies and guidelines.

**Period :** August 2008 to June 2009

**Organization :** Hyder Consulting ME Ltd., Dubai, UAE

**Title** **:** **Document Controller/ Admin Executive – Jumeira Gardens & Palm Jebel Ali**

**Report to :** Senior Project Manager

**Organization Details:** Hyder Consulting is a leading engineering consultancy firm in the Middle East and one of the noted companies in the world as well. The company has more than 50 offices worldwide having 150 years experience in the field of engineering. Having won many international awards and recognitions for its contribution in engineering, Hyder is known for international advisory and design consultancy with particular specialization in infrastructure, property and environmental solutions.

**Responsibilities Handled:**

*Document Control tasks:*

* Filing all incoming mails and faxes.
* Maintaining a register of all incoming and outgoing mails.
* Stamping and recording of mails and circulate and distribute to the Project Manager and circulate among concerned engineers.
* Maintaining all files within the document control department.
* Opening new files in for each new project.
* Maintaining all tracking records and ensuring that they are returned after it is taken for review.
* Chasing up each individual for return of files.
* Maintaining all Contract documents and ensuring originals are not taken from the filing room.
* Keeping all files in a tidy condition.
* Checking and collecting faxes regularly, recording and sending it for distribution to the concerned engineers.
* Copying and distributing fax if it is marked for someone’s urgent attention.
* Update the files to comply with ISO standards.

*Administration tasks:*

* Provides admin support to the managers and staff in order to assist in the production of high-quality documentation, utilising relevant document processing computer software, document compilation and filing skills (if required).
* Arranges business trips for project staff including accommodation, flight bookings and transportation to ensure satisfactory and straight trouble-free trips.
* Assist the PR department in all kinds of banks and other authority related works.
* Handles building related admin requirements, such as parking allocation for staff members and other building services.
* Assist the HR department in mobilisation of new staff.
* Other responsibilities assigned.

**Period :** July 2006 to August 2008

**Organization :** CBM Engineers Inc., Dubai, UAE

**Title** **:** **Document Control Specialist**

**Report to :** Senior Structural Manager

**Organization Details:** CBM Engineers Inc., Dubai, UAE is an affiliate of CBM Engineers Inc., Texas, USA. The company holds a significant presence in the field of engineering in almost 10 countries around the world and is still expanding. Having won many awards for its designs, CBM is one of the leading consultancy firms in the USA with specialization in skyscraper structures.

**Responsibilities Handled:**

* Review, catalogue and distribute all contractor/ designer drawings, shop drawings and other submittals as required by the Project Manager.
* Receive all contractors’ drawings, log in Aconex, review and distribute as required by Project Manager.
* Receive and log all shop drawings, review with PM and distribute.
* Provide preliminary review of shop drawings for conformance.
* Prepare change notice summaries for owner/construction manager review.
* Ensure timely review of submittals by contractor and review.
* Scan and database the approved shop drawings.
* Keep current hard copies and file supersede version.
* Take progress photographs and damage/condition photographs.
* Follow-up on deficiency lists and assist with scheduling and coordination of fixing discrepancies.
* Assist with ordering consultant office materials and equipment as required by the project team.

**Period**  **:** Sept. 2003 to June 2006

**Organization** **:** Chemmanur Fashion Jewelers (Pvt) Ltd., India

**Title** **: Business Development Executive**

**Report to :** General Manager

**Organization Details :** Chemmanur Fashion Jewelers (Pvt) Ltd., one of the leading jewelry retailers in India and Kuwait, renders high standard services to the customers and brings the concept of business opportunity to the common public. The company secured an ISO-9000 Certificate for quality services.

**Responsibilities Handled:**

* Domestic and Global Sales.
* Key Client Retention and Business Development.
* Brand Awareness and Relationship Management.
* Training and Teambuilding.
* Customer requirement/ need analysis and solution presentation.
* Periodic review of prospect list and achieve assigned targets.
* Implement promotional activities effectively to enhance the sales.
* Monitored sales.
* Below the line jobs – promotional and display tools etc.
* Inter- department joint promotions and Individual promotions.
* Brochure designing.
* Schedule meeting and appointments and coordinate with customers.
* Negotiate share values and strong follow-up for execution.
* Strong market source.

**EDUCATION:**

* Bachelor of Commerce, Calicut University, India
* A’ level - Post Graduate Diploma in Computer Applications, DOEACC, India

### TECHNICAL SKILLS:

- Thorough knowledge of ISO standard requirements.  
- Knowledge of DMS solutions: MS SharePoint, ProjectWise, Aconex.   
- Awareness of IT solutions related to Document Management Systems.

**TRAINING ATTENDED/ CERTIFICATION:**

* **OHSAS 18001**, National Academy of Information System, Dubai.
* **ISO 9001:2008** Awareness Training, Inno-Vision, Dubai.
* **ISO 14001:2004** Awareness Training**,** Inno-Vision, Dubai.

**LANGUAGE SKILLS:**

**English** : Expert

**Arabic** : Basic

**Hindi**  : Expert

**COMPUTER SKILLS:**

MS Office : Expert user

Internet : Expert user

Adobe Photoshop : Expert user

Typing Speed : 50 wpm

Operating Systems : Windows, UNIX, Linux

Languages Known : Visual FoxPro, Visual Basic, C, C++, C#

**PERSONAL PROFILE:**

Nationality : Indian

Age : 27

Marital Status : Single

Hobbies : Reading, Singing, Dancing, Drawing, Web-Designing, Driving and Sports

Driver’s License : Valid UAE Driving License

Resident Status : U.A.E. Resident Visa (transferrable)

Availability : Immediate

I do hereby certify that the foregoing particulars furnished by me are true and accurate to the best of my knowledge.

**(SULFIKHER)**